Welcome to DOD WITS2001 Transition Training Forum II

GREETINGS AND INTRODUCTIONS

LOIS SMITH

WITS TRANSITION

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CONTRACT OVERVIEW

THOMAS LIGHTFOOT

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WITS2001 CONTRACT OVERVIEW

- Service Based
- ID/IQ - no termination liability
- Cost to cost causer
- Maximum use of E-Services
- Wide range of Telecom Services

Services Available

- Switched Voice

- Switched Data

- Dedicated Transport

- Frame Relay

- Teleconferencing
  - voice
  - data

Services Available (Con't)

- Asynchronous Transfer Mode

- Switched Multi-megabit Data

- Internet Access

Additional Services

- Labor CLINs

- CPE

CONTRACT ADMINISTRATION FOR DOD

LTC JACK CUNNANE

WITS TRANSITION

703-602-3699

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WITS2001 Contract Administration for DoD

Agenda

- Recap Responsibilities
  - Administrative Contracting Officer (ACO)
  - Designated Agency Representative (DAR)
- DAR Appointment Process
- Training Plan
- Ordering Process
- Economy Act
- Points of Contact

WITS2001 Contract Administration for DoD

Responsibilities

Administrative Contracting Officer (ACO)

- **Appoint Designated Agency Representatives (DAR) in writing and inform them of their responsibilities.**
- **Provide Training, as required.**
- **Monitor DAR performance and compliance through assistance visits.**
- **Provide customer assistance for all DAR related issues.**
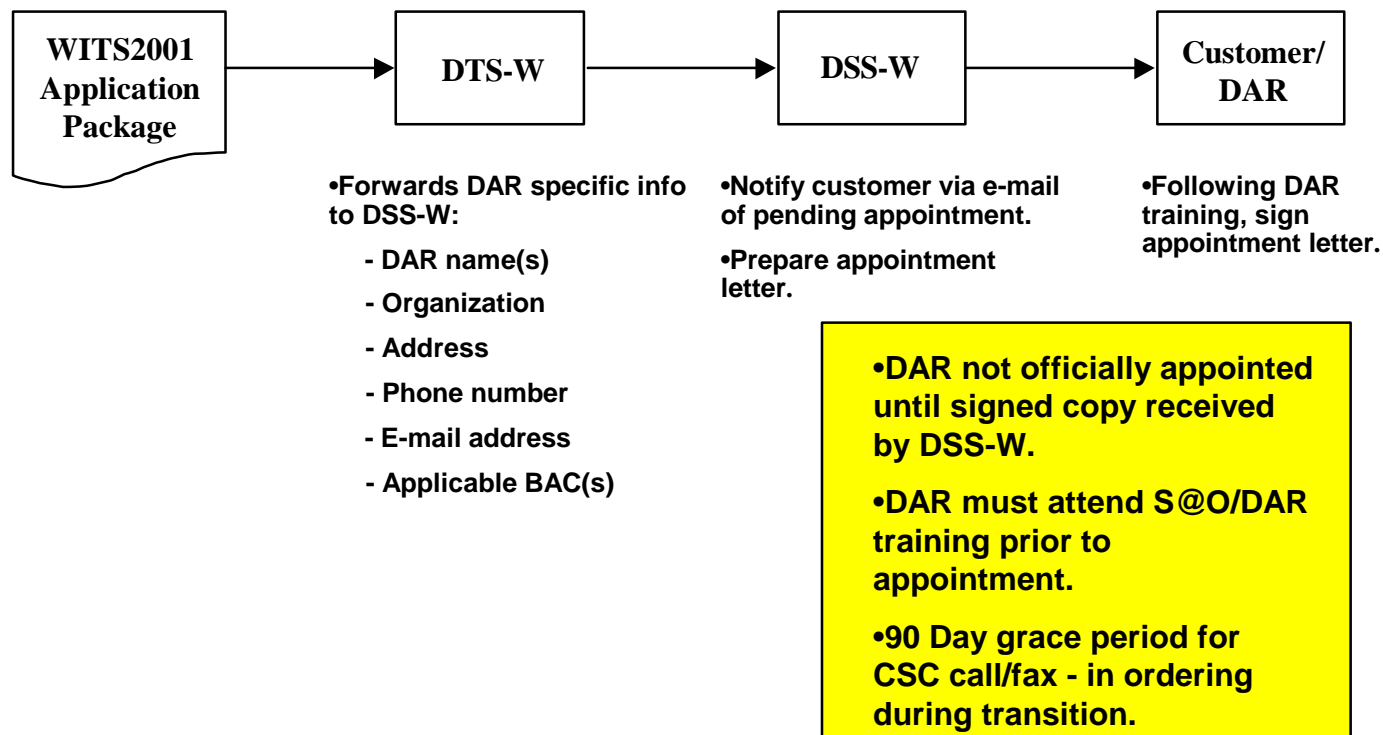
Designated Agency Representative (DAR)

- **Ensure funds are available and obligated.**
- **Track funds and ensure your agency stays within its self-imposed spending limit.**
- **Subject to spending limit, approve service orders.**
- **Ensure compliance with DoD Standards of Conduct Directives, i.e., Joint Ethics Directive 5500.7-R.**

WITS2001 Contract Administration for DoD

DAR Appointment Process

WITS2001 Application Package	→	DTS-W	→	DSS-W	→	Customer/ DAR

•Forwards DAR specific info to DSS-W:

   - DAR name(s)

   - Organization

   - Address

   - Phone number

   - E-mail address

   - Applicable BAC(s)

•Notify customer via e-mail of pending appointment.

•Prepare appointment letter.

•Following DAR training, sign appointment letter.

•DAR not officially appointed until signed copy received by DSS-W.

•DAR must attend S@O/DAR training prior to appointment.

•90 Day grace period for CSC call/fax - in ordering during transition.

Interim DSS-W POC - Ms Tobin Gatto, E-mail Tobin.Gatto@hqda.army.mil

WITS2001 Contract Administration for DoD

DAR Appointment Letter

- AFAR requirement

- Defines responsibilities

- Standards of Conduct

- Scope of appointment

- Acknowledges understanding

WITS2001 Contract Administration for DoD

Training Plan

- Roles and responsibilities

- Assistance visit schedules

- Record keeping responsibilities

- Contractor performance reporting requirements

- Standards of conduct

- DAR Appointment

WITS2001 Contract Administration for DoD

Ordering Process Flow - Baseline
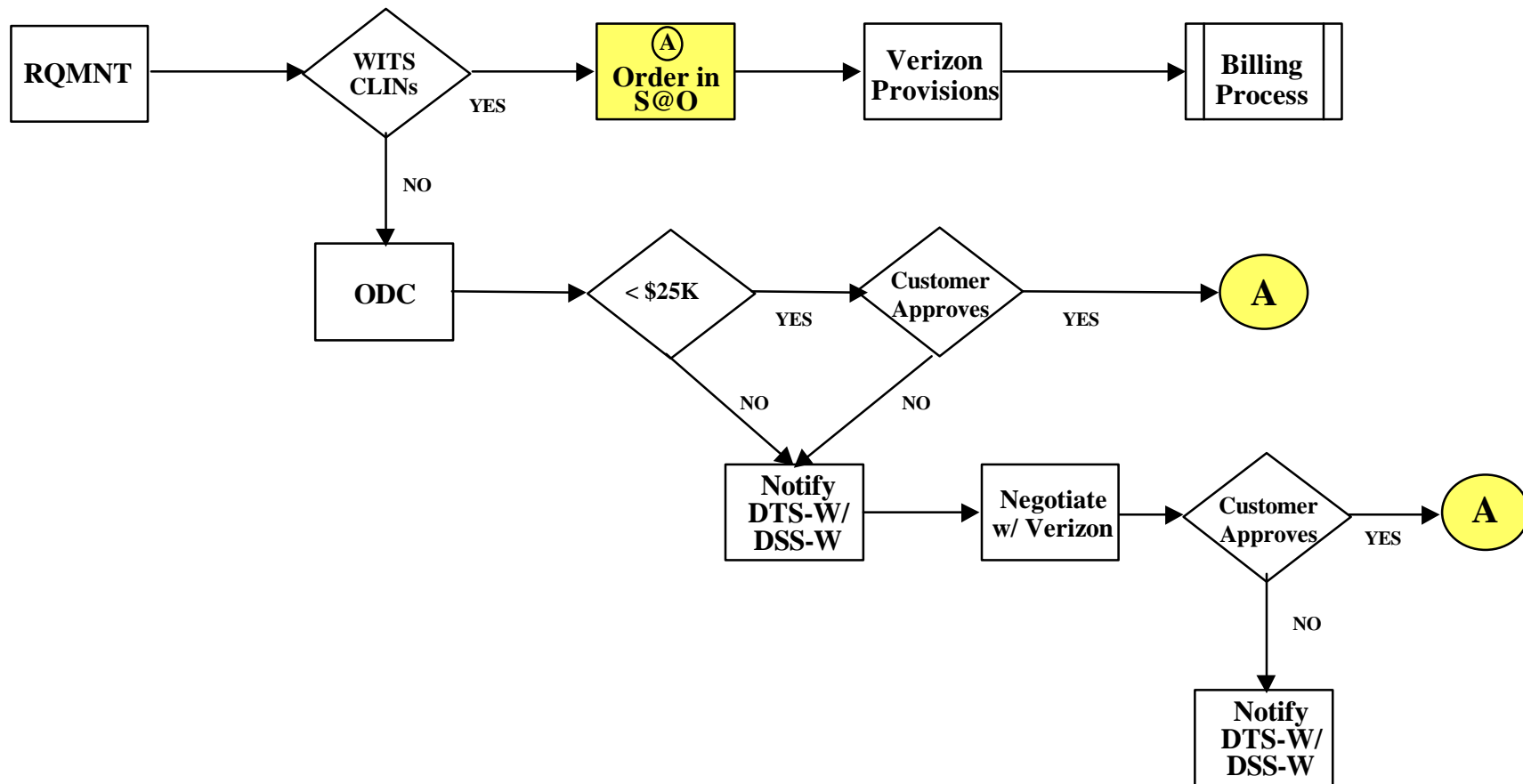
```
RQMNT ──▶ [WITS CLINs] ──YES──▶ (A) Order in S@O ──▶ Verizon Provisions ──▶ Billing Process
              │
              NO
              │
              ▼
            ODC ──▶ [< $25K] ──YES──▶ [Customer Approves] ──YES──▶ (A)
                       │                    │
                       NO                   NO
                       │                    │
                       ▼                    ▼
                   Notify DTS-W/ DSS-W ──▶ Negotiate w/ Verizon ──▶ [Customer Approves] ──YES──▶ (A)
                                                                          │
                                                                          NO
                                                                          │
                                                                          ▼
                                                                   Notify DTS-W/ DSS-W
```

WITS2001 Contract Administration for DoD

Ordering Process Flow - Projects

```
SOW/SOR → DTS-W Review → Verizon Submits Proposal
```

Goal - Negotiate Bottom-Line Price.

Project: Large effort, technically complex effort, and/or politically or security sensitive.

```
Verizon Submits Proposal
        ↓
Customer Approves ──YES──→ VZ / GSA Assigns Project CLIN → Order in S@O → Verizon Provisions → Billing Process
        │
        NO
        ↓
DTS-W & DSS-W Reviews Options
```
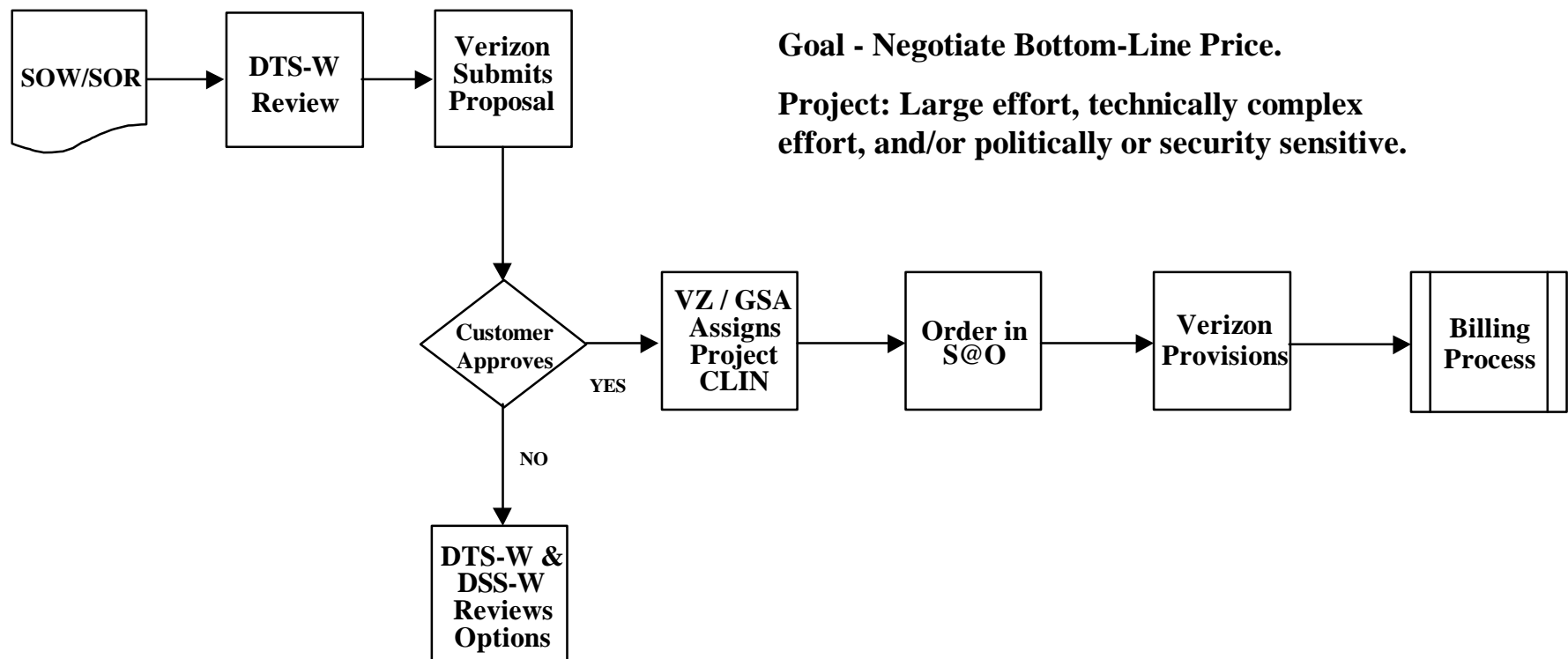
WITS2001 Contract Administration for DoD

Economy Act

- Defense activity elects to have contract support provided by a contracting office outside the DOD.

- Requires a Determination & Findings (D&F) by the procuring agency

- DSS-W is preparing a Class D&F.

- No action required by DAR.

- Reference FAR 17.500

WITS2001 Contract Administration
for DoD

Points of Contact

- Defense Supply Service - Washington (DSS-W)
  - http://dssw.army.pentagon.mil/dssw/
- DSS-W Telecommunications and Defense Contracts Division Chief
  - LTC Jack Cunnane
  - Telephone 703-602-3699
  - E-mail Jack.Cunnane@hqda.army.mil
- WITS2001 Administrative Contracting Officer (ACO)
  - Ms. Sandy Spiess
  - Telephone 703-602-3684
  - E-mail Sandra.Spiess@hqda.army.mil

BUSINESS OPERATIONS UPDATE

JOHN MADITZ

WITS TRANSITION

703-696-8646

JOHN.MADITZ@DTSW.ARMY.MIL

BUSINESS OPERATIONS

- WITS/NON-WITS FUNDING

- WITS ORDERING

- WITS/NON-WITS BILLING

- OVERVIEW

FUNDING

- FORM 20 - NON-WITS

- MEMO - WITS

  - WITS FUNDING PROCESS

    GSA MANAGEMENT SUPPORT CENTER

    7TH & D STREET SW

    ROOM 6038   CODE WTTF (DIANE HOLDER)

    WASHINGTON DC 20407-0001

    FAX 202-205-2812

  - MIPRs must include DODAAC in Block 13

MILITARY INTERDEPARTMENTAL PURCHASE REQUEST

1. PAGE **1** OF 1 PAGES	

| 2. FSC | 3. CONTROL SYMBOL NO. | 4. DATE PREPARED 01 April 01 | 5. MIPR NUMBER MIPR0A0000101 | 6. AMEND NO. 000 |

7. TO:
GSA MANAGEMENT SUPPORT CENTER
7TH & D STREET SW
ROOM 6038 CODE WTTF (DIANE HOLDER)
WASHINGTON DC 20407-0001

8. FROM: (Agency, name, telephone number of originator)
YOUR
AGENCY'S
INFORMATION

9. ITEMS ☐ ARE ☐ ARE NOT INCLUDED IN THE INTERSERVICE SUPPLY SUPPORT PROGRAM AND REQUIRED INTERSERVICE
SCREENING ☐ HAS ☐ HAS NOT BEEN ACCOMPLISHED.

ITEM NO.	DESCRIPTION (Federal stock number, manufacturer, specification and/or drawing No., etc.)	QTY	UNIT	ESTIMATED UNIT PRICE	ESTIMATED TOTAL PRICE
1	Provide Telecommunications products and services via the WITS2001 Contract GS11K00BJD0005 for BAC(s).	1		$100,000	$100,000

This Economy Act order is placed in accordance with the provisions of DFAS-IN
Reg 37-1/DoDFMR, Volume 11.
Request copies of all billings be sent to:
(See Block #8)
POC for this order is: John Doe,
DSN 123-4567/Commercial 317-123-4567

Period of Service: (Time period covered i.e., 3rd Qtr FY 01 or if you choose to submit one MIPR for entire year FY 01)

10. SEE ATTACHED PAGES FOR DELIVERY SCHEDULES, PRESERVATION AND PACKAGING INSTRUCTIONS, SHIPPING INSTRUCTIONS AND INSTRUCTIONS FOR DISTRIBUTION OF CONTRACTS AND RELATED DOCUMENTS.

11. GRAND TOTAL $100,000.00

12. TRANSPORTATION

13. MAIL INVOICES TO (Payment will be made by)
YOUR AGENCY'S MAILING ADDRESS
PAY OFFICE DODAAD   DoDAAC of DFAS

14. FUNDS FOR PROCUREMENT ARE PROPERLY CHARGEABLE TO THE ALLOTMENTS SET FORTH BELOW. THE AVAILABLE BALANCES OF WHICH ARE SUFFICIENT TO COVER THE ESTIMATED TOTAL PRICE.

ACRN	APPROPRIATION	LIMIT/ SUBHEAD	SUPPLEMENTAL ACCOUNTING CLASSIFICATION	ACCTS STA DODAAD	AMOUNT
	XXXXXXXXXX	XXXX	YOUR FUND CITE XXXXXXXXXXXXXXXXXXXXX	XXXXXXX	$100,000.00

| 15. AUTHORIZING OFFICER (Type name and title) John Doe, Budget Officer | 16. SIGNATURE | 17. DATE 01 Apr 01 |

DD FORM 448, JUN 72   PREVIOUS EDITION IS OBSOLETE.

DODAAC from DFAS point of contact address listing

ORDERING

- ## ORDER FREEZE PERIOD
  - MARCH 11TH TO MARCH 31ST

- ## ORDERING PROCESS
  - SERVICE@ONCE BURN-IN PERIOD APR 1ST TO APR 30TH
  - NO SERVICE ORDER CHARGE DURING THIS PERIOD
  - ORDER VIA CUSTOMER SERVICE CENTER
  - 1-800-381-3444   FAX 202-392-0405
  - WITS2001.COM
  - SERVICE@ONCE AVAILABLE MAY 1ST

BILLING

- WITS
  - Local Dial Tone
  - Local Circuits
  - Purchase Telecommunications Equipment
  - Dedicated Techs Starting 1 October 2001

- NON-WITS
  - FTS2001 Long Distance, e.g. DDLD, 800, calling cards
  - Wireless
  - Dedicated Techs Until 30 September 2001
  - Equipment Maintenance, e.g. ISDN, OCTEL, CISCO, etc. Until 30 September 2001

WITS Funding/Provisioning/Billing/Payment Process

GSA

- Receive Funding Doc & & application & Set up Account
- Receive Bill and Pay Vendor
- Provide Customer w/ TOPS Bill
- Receive Reimbursement

Verizon

- Perform Service
- Close Order and Bill GSA

DTS-W

Assist Customer w/ Technical and Billing Issues

DSS-W

Assist Customer w/ Contracting Issues

Customer

- (1) Distribute Funding Doc & Application
- (2) Input Svc Order into S@O
- Certifies that work is complete
- (3) Receive Bill; Verify, & Reconcile
- (4) Initiate Payment

DFAS

- Receive Obligation In Accounting System
- Receive Go to Pay
- Pay GSA

1 Feb 2001

SUB-GROUP UPDATE
FAST START

WILLIAM MARTIN

WITS TRANSITION

703-696-9099

WILLIAM.MARTIN@DTSW.ARMY.MIL

SUB-GROUP UPDATE

- Sub-group application developed by DTS-W

- Access and Excel software required on user's PC

- Request and receive software via e-mail to william.martin@dtsw.army.mil

- Initial manual set-up by agency required

- May be placed on agency server to facilitate use/update by multiple TSCO's

- DTS-W is available to answer your technical questions - POC, Mark Mayronne, 703-696-8797

WITS2001 Fast Start Process

☑ Submit WITS2001 application to DTS-W (fax 703-588-2483)

☑ Submit OSA Form 20 for DTS-W services

☑ Submit funding document for WITS2001 service

☑ Schedule service@once training

☑ Attend service@once training

☑ Receive DAR appointment letter (3rd day)

☑ Receive service@once password

☑ Download and implement ICA Client (DTS-W Web Site)

☑ Receive TOPS user ID # and password (to view bill)

PRICE COMPARISON

JOHN BALL

WITS TRANSITION

703- 696-8665

JOHN.BALL@DTSW.ARMY.MIL

Unneeded Lines Update

- 30,500 lines on the corporate non-usage report

- You have audited lines

- Verizon has suspended or disconnected lines

- Only two days left to place an order before the transition

- Still time to take advantage and eliminate unneeded cost

- Please continue and…

Recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
Analog Line Rate	$24.66	$9.50*	$15.16
Digital Line Rate	$24.66	$13.20*	$11.46
Basic Voice Mail	$6.80	$5.30	$1.50
Premier Voice Mail	$9.30	$11.50**	($2.20)

*Average Rate, differs by jurisdiction due to FCC pass through charges which are added to the ALR of $7.49 or DLR of $10.43. Pentagon and Ft. Belvoir Rates are yet to be negotiated

**More features, ie larger Mail Box capacity, longer storage time, fax, etc. (Two lesser VM exist at $6.30 & $9.30)

Recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
Weekly Dedicated Service Tech	$2,378	$2,486	($108)
Monthly Dedicated Service Tech	$8,659	$9,994	($1,335)
Yearly Dedicated Service Tech	$103,910	$111,900	($7,990)

Recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
Hourly Dedicated Network Systems Field Engineer	$89.04	$80.05	$8.99
Hourly Dedicated Project Manager	$98.94	$87.89	$11.05
Hourly Dedicated Service Technician	$54.39	$62.17	($7.78)

Recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
DC Message Units	$00.09	$00.06	$00.03
MD Message Units	$00.09	$00.08	$00.01
VA Message Units	$00.09	$00.09	$00.00

Non-recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
Call-in Service Order Cost	$2.35	$25.00	($22.65)
Fax-in Service Order Cost	$2.35	$25.00	($22.65)
BAOSC/S@O Electronic Service Order Cost*	$1.20	$0.00	$1.20

*S@O much improved over BAOSC

Non-recurring Price Comparison

Product or Service	TEMPO	WITS2001	Delta
Disconnect Line Charges	$0.00	$55.00*	($55.00)**
Equipment	Pricing varies by product available. Check out www.dtsw.army.mil, click on WITS2001 ICON. In general, prices are lower.		

* Prices are lower when use Dedicated Technicians   **Can negotiate prices for projects

Non-recurring Price Comparison

Assumes
- Reuse Existing Wire
- Don't use dedicated technician
- Tone Commander ISDN ten button install (D011379)

	TEMPO	WITS2001
CO, SDP 1	$0.00	$105.00
MPOP, SDP2	T&M	T&M
CLST, SDP3		T&M
JACK, SDP4	$32.69	
	$72.34	$108.14
DESKTOP, SDP6	$105.03	$213.14

Service Delivery Points

| SDP 1 | SDP 2 | SDP 3 | SDP 4 | SDP 5 | SDP 6 |

Vertical/riser

SDP 1 — CO POP

SDP 2 — MPOP

SDP 3 — BLDG CLST / CUST CLST

SDP 4 — JACK

SDP 5 — CSU/DSU

SDP 6 — DESK TOP

Horizontal/inside
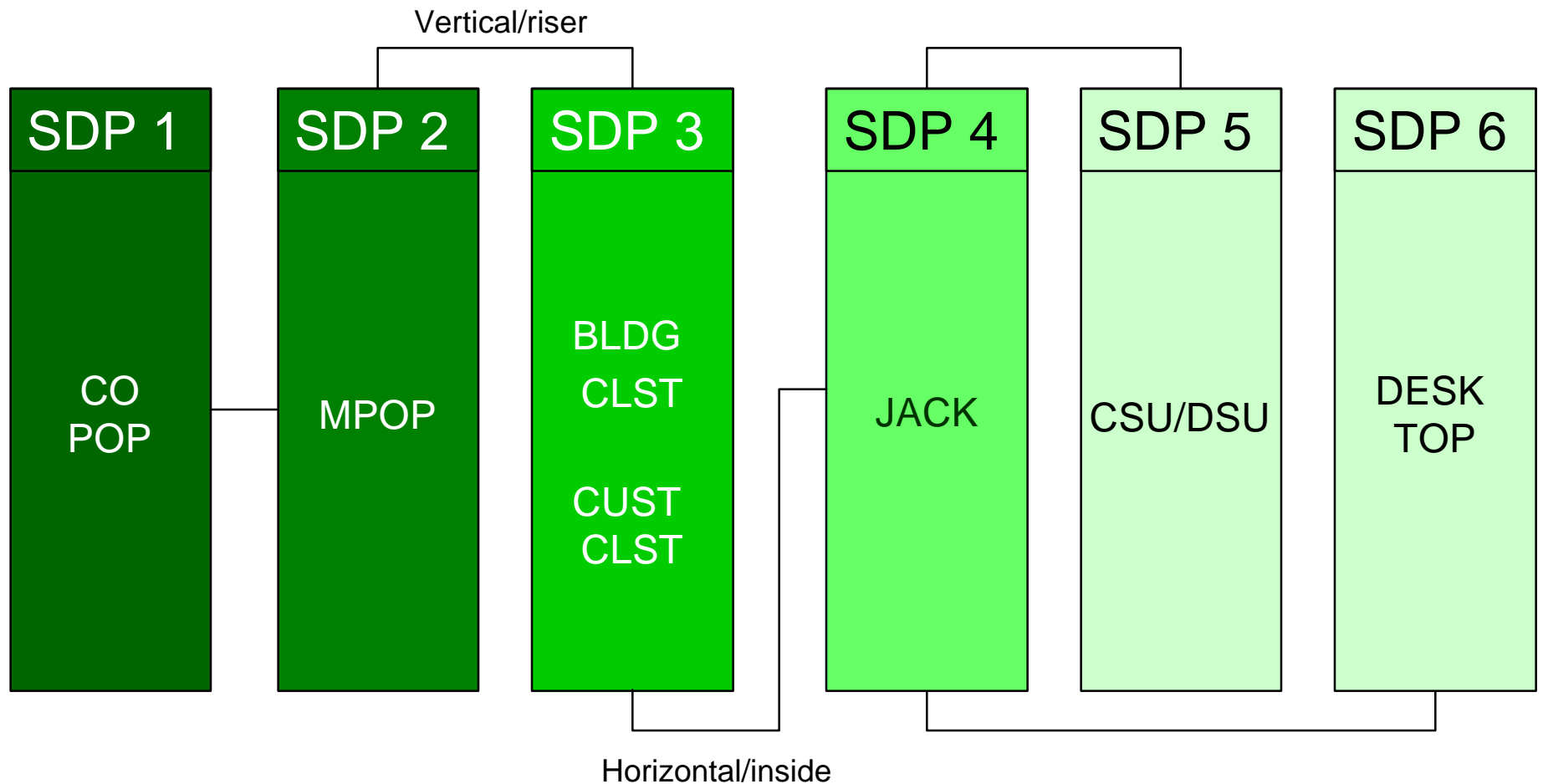
LG or Customer Site

TRAINING-UPDATE

JACKIE FOWLER

WITS TRANSITION

703-696-8671

ELEASE.FOWLER@DTSW.ARMY.MIL

TRAINING

- SERVICE@ONCE
  - 3 DAY COURSE

  - TRAINING SITE

    VERIZON

    1710 H. STREET, N.W.

    WASHINGTON , D.C.

Service@once Training Registration Form

(Please complete a Training Registration Form for each participant)

Course Length: **Three Days**

Time: **8:00 a.m. – 4:00 p.m.**

Training Dates (Please select a <u>first</u> and <u>second</u> choice training date):

____April 03 – 05, 2001	____May 01 – 03, 2001
____April 10 – 13, 2001	____May 08 – 10, 2001
____April 17 – 19, 2001	____May 15 – 17, 2001
____April 24 – 26, 2001	____May 22 – 24, 2001
	____May 29 – 31, 2001

Location: All of the above training classes will be held at:

    Verizon
    1710 H. Street, N. W.
    2 nd Floor
    Washington, D. C.

Please complete the following information:

Name: _____
Agency: _____
BAC: _____
Title: _____
        TSCO_____ DAR_____
Telephone: _____
E-mail: _____

Please return a completed Training Registration Form for each participant to:

        Jackie Fowler
        DTS-W WITS2001 Transition Team
        1700 N. Moore Street
        Suite 1475
        Arlington, Virginia 22209
        E-mail: elease.fowler@dtsw.army.mil
        Voice: 703-696-8671
        Fax: 703-588-2351 or 703-696-9142

APPLICATION
FOR
Verizon Secure ID Key And Service@Once User Access

Requestor Information

(1) Name   *(First)*   *(Middle)*   *(Last)* |(2) Date

(3) Address |(4) Tel. # |(5) S.S. # |(6) Date required

_____

(7) Organization | (8) Request Type
    Government___   Verizon____   Other____| New____   Change____   Delete____
    Dept. of Defense____   WITS_____   Login Standard ID_____

(7a) email address: _____

Access Information   *Ref. Other documentation for definitions*

(9) Access Scope: *Service@Once_____*   *Service@Once with SMC package_____*

(9a) S@O access level: *___UAD..User Admin*   *___DBA..Database Admin*
       ___SMP..SMC Plus   *___SMC..Service Management Center*
       ___COP..Communications Oversight Personnel
       ___SOE..Special Order Enterer

(9b) BAC access: Attach or list BAC's user needs access to:

(9c) Access method: *____ SecurID (dial-up)*   *____ via DTS-W network*

Signatures   *Must be completed*

(10) Requestor | (11)Requestors 2nd level of supervision

Security Administration and Secure ID Token Tracking Section

1. *Network Operations assignment of token and password.*
TOKEN ID # _____SIGNED _____ Date_____

2. *Receipt of Token and Password.*
TOKEN ID #_____SIGNED_____ Date____

3. *End user acknowledgement of receipt of Token and password.*
TOKEN ID #_____SIGNED_____ Date____

4. *Application user access complete.*
Application user ID_____SIGNED_____ Date____

SECURE ID TOKEN DE-ACTIVATION

5a. *Secure ID Token returned, or verified as lost, stolen, destroyed..*
TOKEN ID #_____SIGNED_____ Date ____

5b. *Secure ID Token returned to Network Operations.*
TOKEN ID #_____SIGNED_____ Date ____

5c. *Secure ID Token number disabled/suspended by Network Operations*TOKEN ID
#_____SIGNED_____ Date
____

SERVICE@ONCE ACCESS - UPDATE

MARK MAYRONNE

WITS TRANSITION

703-696-8797

MARK.MAYRONNE@DTSW.ARMY.MIL

SERVICE@ONCE ACCESS

- ## CURRENT SMDS CONNECTION
  – VERIZON EXTRANET TO DTS-W

- ## FUTURE SMDS CONNECTION
  – DTS-W TO VERIZON EXTRANET
  – SECURE ACCESS
    - Through IDS at Pentagon and Verizon
  – URL WWW.WITS2001.COM
    - SERVICE@ONCE

SERVICE@ONCE ACCESS

- ## FUTURE SMDS CONNECTION (Con't)
  - DESKTOP REQUIREMENTS
    - Netscape 4.5 Internet Explorer 5.0
  - CITRIX ICA CLIENT secure plug-in (non -JAVA, non-ActiveX configured) Win32 application that utilizes .dll (Dynamic Link Library)
  - 56 bit encryption - future 128 bit encryption
  - NETWORK/FIREWALL REQUIREMENTS
    - Outbound TCP traffic only using 56 bit encryption
    - PORTS 80 (non-encrypted) AND 1494(encrypted)
    - IP addresses
      - 198.23.1.200
      - 198.23.1.101-198.23.1.103

SERVICE@ONCE ACCESS

- CITRIX ICA CLIENT ACCEPTANCE - STATUS
  - ARMY Information Assurance (IA)
  - NAVY/NMCI-N643 has passed requirements to SPAWAR for review of CITRIX configuration for S@o.
  - Air Force Communications Agency Scott AFB
  - OSD-C3I, Chairman of the Global Information Grid (GIG) determined on March 5 no waiver needed for CITRIX ICA secure plug-in
  - DISA NiprNet Regional Operations Security Center (ROSC) Columbus will not broadcast routes for the Verizon IPs to the Internet.

SERVICE@ONCE ACCESS

- ## Dial-up Configuration
  - – Isolate a PC from your LAN on analog line
    - Modem Internal or External
  - – Configure dial-up networking
    - Obtain phone number
    - PPP for TCP/IP
  - – Obtain secure ID card
    - Check box on Service@once application

WITS2001

Customer Service Center Presentation

March 7, 2001

Customer Service Center - Tours

- Invitation to tour the CSC
  - "One Stop Shopping"
  - Learn more about the WITS2001 contract and the role of the CSC
  - Average length of tour-two hours
  - Group size ten or less
  - Present your questions and concerns
    - Questions submitted prior to tour are welcome

CSC Business Office Service Ordering

- DoD dedicated representatives available
- Old numbers for reps will forward to 1-800-381-3444
- Phone tree choice especially for DoD customers
- Order voice, ISDN, data, video/audio teleconferencing and professional services
- Methods of order submission
  - Fax WITS2001 Service Order Request Form to 202-392-0405
  - Phone-in order
    - Pitfalls of phone-in method

WITS 2001 Service Order Request Form

Date _____Agency_____

Date Due _____

Priority: R   - Routine   Video Conference   Professional
Services
(circle)   Ex - Expedite   Audio Conference
                Em - Emergency   Time Start: _____
                                        End: _____

Purchase Order (P.O.)_____ Authorized_____
                                        Signature

LG (Location Group) _____BAC (Billing Agency Code) _____

Contact Name:_____ Telephone (   ) _____
Contact Name:_____ Telephone (   ) _____

Remarks: _____
_____
Service & Equipment

Item No.	Action Code	CLIN/Mod	Color	Room No.	Primary Tel No. On Sta	TOTAL
					GRAND TOTAL	

WITS2001

Service@once Presentation

March 7, 2001

Service@once

• **Advantages**

- Provide State of the Art Telecommunications Management
- Enable Customers to Have Unprecedented Control of Telecom Services
- Offer as a Service Rather Than a Product
- Customer and Verizon Use The Same Data

Service@once vs. BAOSC

- **Improvements**

  – Windows Based - Graphical User Interface

    - Buttons & Tabs
    - Drop Down Menus

  – Query & Find Screens

  – On-line Help

  – Multiple Switch Support - 5E & DMS

  – Distributed Architecture

Service@once Capabilities

verizon

- ***Verizon Service@once***

  ☑ Service Ordering

  ☑ Automated Voice Provisioning

  ☑ Maintenance & Repair

  ☑ Inventory Management

  ☑ Work Force Management

  ☑ Management Reports

Service@once Capabilities

☑ **Service Ordering**

- – Main Entry Point For All Products and Services (One-stop-shop)
- – Account Management
- – Telephone Number Management
- – Line Configuration Management
  - • TN Numbers
  - • Features
    - – Group Management
  - • Line Parameter Defaults
- – Due Date Management

Service@once Capabilities

☑ **Automated Voice Provisioning**

- – No Manual Assignments Required
- – Fully Automated Cable/Pair (F1, F2) Assignment
- – Fully Automated Office Equipment Assignment (load balanced)
- – Telephone Number Management
  - Reserved
  - Aging
- – Group Feature Management
  - ICOM
  - Call Pick Up
  - Speed Call
- – Fully Automated Recent Change Transactions

Service@once Capabilities

☑ Maintenance & Repair

- – Main Entry Point For All Repair Requests
- – Can Be Input By Agency Rep, or CSC
- – Maintains Record of Test Results
- – Trouble History is Retained With Line Record For Duration of Service
- – Performance Reports Available

Service@once Capabilities

☑ **Inventory Management - Network Facilities**

- – Maintain Status and Assignment of Cable Facilities
- – Maintain Status and Assignment of Switching Facilities
- – Provide Utilization Reports
- – Provide Threshold Reports

Service@once Capabilities

☑ **Inventory Management - Customer Owned Equipment/Facilities**

– Customer Premise Equipment

- Maintain Warranty Information
- Maintain Maintenance Information
- Associate Equipment with TN or Circuit
- Provide Summary and Detail Reports

Service@once Capabilities

☑ **Work Force Management**

- – Distributes Service Order/ Trouble Work To Appropriate Work Groups
- – Work Distributed By Type of Work Location
- – Ability to Manage Work Force Availability

Service@once Capabilities

☑ **Management Reports**

- Over 100 Standard Management Reports
  - Service Order
  - Maintenance & Repair
  - Line/Circuit
  - Equipment Inventory
  - Facilities Management
  - Recent Change

DEMONSTRATION